

Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

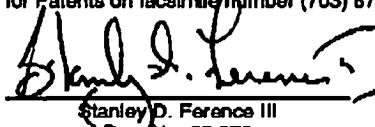
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In re Application of : Srinivasan et al. OCT 26 2004
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

October 26, 2004

AMENDMENT

I hereby certify that this correspondence and any documents referred to as
enclosed therewith are being transmitted by facsimile to the Commissioner
for Patents on facsimile number (703) 872-9326 on October 26, 2004.


Stanley D. Farence III

Reg. No. 33,879

October 26, 2004
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated April 26, 2004, please amend the above-
identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on
page 2 of this paper.

Remarks begin on page 5 of this paper.